Ready, Set, Go: Know Your Risks
Leadership Tool for a Learning Organization

Event Reporting and Response

WHY IS EVENT REPORTING AND RESPONSE IMPORTANT?

- In addition to ensuring that organizations minimize malpractice actions through timely and prompt disclosure and response, event reporting is essential for error reduction because it facilitates identification and investigation of patient safety events as well as the development of preventive measures.1 However, many events go unreported.

- Event reporting, in and of itself, does little to facilitate the ultimate objective of improved patient safety; a response system is more important than a reporting system.2 Essential components of response include thorough analysis, timely corrective response, and comprehensive feedback to all stakeholders.

- There are many barriers to event reporting; fear of blame and punishment are leading factors. To learn from adverse events and maximize patient safety, organizations must cultivate a supportive, nonpunitive culture and a true accountability to deliver safe patient care.3

DID YOU ASK?

- Do all stakeholders know why and how to report events, and what reports should include?
- What action is taken in response to event reports?
- How does our organizational culture support event reporting and response?


Need More Information?

As a member of ECRI Institute’s risk and patient safety program, you and your staff can access guidance outlining strategies for event reporting and response:

- Guidance: Event Reporting and Response
- Guidance: Culture of Safety
- Guidance: Patient Safety and Quality Improvement Act

ECRI Institute can help you with all of your patient safety, quality, and risk management projects. E-mail us at hrc@ecri.org.